Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2024-0961, **File Type:** Oral Report / Presentation **Agenda Number:** 27.

EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 24, 2024

SUBJECT: QUARTERLY UPDATE: HOMELESS OUTREACH MANAGEMENT & ENGAGEMENT (HOME)

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Homeless Outreach Management & Engagement (HOME).

ISSUE

Los Angeles is experiencing a homelessness crisis, and many unhoused individuals seek shelter on Metro's rail and busway system. Since 2018, Metro has been funding local social service agencies to deploy multidisciplinary outreach teams that engage and deliver resources and services to unhoused riders. In addition, Metro has partnered with local homeless shelters to provide beds for the outreach teams to utilize. This is a report on the status and outcomes of Metro's homeless engagements.

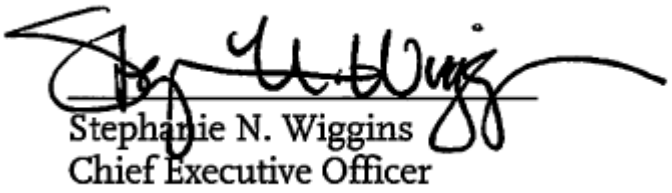
EQUITY PLATFORM

Metro's efforts to address homelessness on the transit system through its homeless outreach program directly benefit unhoused individuals in LA County. Using a multi-layered deployment strategy that combines several departments, Metro strategically engages the most disenfranchised members of the community. Multidisciplinary Teams (MDTs) have a direct impact on Metro's efforts to invest in Equity Focus Communities by providing homeless outreach services within EFCs throughout the Metro system.

Prepared by: Craig Joyce, Deputy Executive Officer, (213) 418-3008

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950

powered by Legistar™



Stephanie N. Wiggins
Chief Executive Officer

Metro Homeless Outreach Management & Engagement (HOME)

Quarterly Update
October 2024

HOME Outreach Teams

24 Multidisciplinary Teams (MDT)

- 23 teams are onboarded w/ remaining team in recruitment
- Deployed 7 days a week, w/ 24hr Coverage M-F
- Ongoing coordination w/ Ambassadors, Security and Law Enforcement to focus on End of Line and Focus stations

Homeless Outreach Costs & Projection:

- FY24 Cost (19 MDTs, 25 Interim beds & Metro staff): $10.4M
- Projected maximum annual cost (24 MDTs, 45 Interim Beds & Metro staff): $17.8M

Goals & Outcomes

Last Year

(July 2023 – June 2024)

Annual Housing Goal: 966 placements

Grand Total: 2,116 (219%)
Total Interim: 1,737
Total Permanent: 379

5,442 New HMIS Enrollments

This Year

(July 2024 – Sept. 2024)

Annual Housing Goal: 1,800 placements

Quarter 1:

Grand Total: 666 (37%)
Total Interim: 594
Total Permanent: 72

1,660 New HMIS Enrollments

End of Line Count & Survey – Sept 2023 to Sept 2024

Overall Survey Results

51% Survey Participation

67% of respondents indicated that this city/jurisdiction is where they most often experience homelessness

57% Deboard to Outdoor Locations

75% Reboard When Service Begins

21% ↓ PEH Counted

Sept 2023: 207 Sept 2024: 163

Effects of Collaboration

73% ↓ Union Station

- One-train-at-a-time boarding
- End of line cleaning & alighting
- Fare Checks

50% ↓ N Hollywood

- B Line Tap-to-Exit Fare Enforcement
- G Line open door elevators
- Onsite LIFE program registration

32% ↓ APU/Citrus

- Parking Lot User Safety (PLUS)
  - Brighter lighting
  - Open door elevators
  - Ambient sound device
- Throne Restroom

24/7 Shelter Beds Status

LA Family Housing

(SPA 2, SF Valley; July 2024-Sept 2024)

20 Singles Beds

100% Capacity

28 Total Placements

LA Global Care

(SPA 6, South LA; Mar 2023-Sept 2024)

25 Family Beds

92% Capacity

73 Total Placements

LAHSA

(SPA 6, South LA; June 2024 – Sept 2024)

25 Singles Beds

88% Capacity

57 Total Placements

Partnership – DHS Mobile Clinic

Locations & Outcomes

Recurring:
WLMP Station
- 2x per month
- Thurs 9 – 2pm

Test Sites:
North Hollywood Station
Norwalk Station

People Assisted Since Partnership Inception
(March 2023 – September 2024)

New Patients: **167**

Returning Patients: **146**

Thank You